

Lancaster Green Spaces - Data protection policy v.1

Context and overview

Key details

- Policy prepared by: Simon Gershon, Trustee
- Approved by trustees on: 22/11/2018
- Policy operational on: 1/12/2018
- Next review date: 1/12/2020

Introduction

Lancaster Green Spaces needs to gather and use certain information about individuals. This can include trustees, volunteers, suppliers, business contacts, employees and other people the organisation has a relationship with or may need to contact.

This policy describes how this personal data must be collected, handled and stored to meet the charity's data protection standards, and to comply with the law.

Why this policy exists

This data protection policy ensures that Lancaster Green Spaces:

- Complies with data protection law and follow good practice
- Protects the rights of trustees, volunteers and partner organisations
- Is open about how it stores and processes individuals' data
- Protects itself from the risks of a data breach

Data protection law

The Data Protection Act 1998 and EU General Data Protection Regulations 2018, describes how organisations — including the Charity — must collect, handle and store personal information.

These rules apply regardless of whether data is stored electronically, on paper or on other materials. To comply with the law, personal information must be collected and used fairly, stored safely and not disclosed unlawfully.

The Data Protection Act is underpinned by eight principles. These say that personal data must:

1. Be processed fairly and lawfully
2. Be obtained only for specific, lawful purposes
3. Be adequate, relevant and not excessive
4. Be accurate and kept up to date
5. Not be held for any longer than necessary
6. Processed in accordance with the rights of data subjects
7. Be protected in appropriate ways
8. Not be transferred outside the European Economic Area (EEA), unless that country or territory also ensures an adequate level of protection

People, risks and responsibilities

Policy scope

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This policy applies to:

- Any office of Lancaster Green Spaces
- All trustees and volunteers of Lancaster Green Spaces
- All contractors, suppliers and other people working on behalf of Lancaster Green Spaces

It applies to all data that the charity holds relating to identifiable individuals, even if that information technically falls outside of the Data Protection Act 1998. This can include:

- Names of individuals
- Postal addresses
- Email addresses
- Telephone numbers
- ...plus any other information relating to individuals

Data protection risks

This policy helps to protect Lancaster Green Spaces from some real data security risks, including:

- **Breaches of confidentiality.** For instance, information being given out inappropriately.
- **Failing to offer choice.** For instance, all individuals should be free to choose how the charity uses data relating to them.
- **Reputational damage.** For instance, the charity could suffer if hackers successfully gained access to sensitive data.

Responsibilities

Everyone who works for or with Lancaster Green Spaces has some responsibility for ensuring data is collected, stored and handled appropriately. Anyone that handles personal data must ensure that it is handled and processed in accordance with this policy and data protection principles.

However, these people have key areas of responsibility:

- The **Board of Trustees** is ultimately responsible for ensuring that Lancaster Green Spaces meets its legal obligations.
- The **Trustee responsible for data protection**, is responsible for:
 - Keeping the board updated about data protection responsibilities, risks and issues.
 - Reviewing all data protection procedures and related policies, in line with an agreed schedule.
 - Arranging data protection training and advice for the people covered by this policy.
 - Handling data protection questions from staff and anyone else covered by this policy.
 - Dealing with requests from individuals to see the data Lancaster Green Spaces holds about them (also called 'subject access requests').
 - Checking and approving any contracts or agreements with third parties that may handle the charity's sensitive data.
- The **Trustee responsible for IT**, is responsible for:

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- Ensuring all systems, services and equipment used for storing data meet acceptable security standards.
- Performing regular checks and scans to ensure security hardware and software is functioning properly.
- Evaluating any third-party services the charity is considering using to store or process data. For instance, cloud computing services.

- The **Trustee responsible for marketing**, is responsible for:
 - Approving any data protection statements attached to communications such as emails and letters.
 - Addressing any data protection queries from journalists or media outlets like newspapers.
 - Where necessary, working with other trustees and volunteers to ensure marketing activities abide by data protection principles.

General guidelines

- The only people able to access data covered by this policy should be those who **need it for their activities**.
- Data **should not be shared informally**. When access to confidential information is required, employees can request it from their line managers.
- **Lancaster Green Spaces will provide training** to all volunteers to help them understand their responsibilities when handling data.
- Trustees and volunteers should keep all data secure, by taking sensible precautions and following the guidelines below.
- In particular, **strong passwords must be used** and they should never be shared.
- Personal data **should not be disclosed** to unauthorised people, either within the charity or externally.
- Data should be **regularly reviewed and updated** if it is found to be out of date. If no longer required, it should be deleted and disposed of.
- Volunteers **should request help** from the trustee responsible for data protection if they are unsure about any aspect of data protection.

Data storage

These rules describe how and where data should be safely stored. Questions about storing data safely can be directed to the trustee responsible for IT.

When data is **stored on paper**, it should be kept in a secure place where unauthorised people cannot see it.

These guidelines also apply to data that is usually stored electronically but has been printed out for some reason:

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- If kept in an office, papers and files should be kept **in a locked drawer or filing cabinet**.
- Trustees and volunteers should make sure paper and printouts are **not left where unauthorised people could see them**, like on a printer.
- **Data printouts should be shredded** and disposed of securely when no longer required.

When data is **stored electronically**, it must be protected from unauthorised access, accidental deletion and malicious hacking attempts:

- Data should be **protected by strong passwords** that are changed regularly and never shared between volunteers.
- If data is **stored on removable media** (like a CD or DVD), these should be kept locked away securely when not being used.
- Data should only be stored on **designated drives and servers**, and should only be uploaded to an **approved cloud computing services**.
- Servers containing personal data should be **sited in a secure location**, away from general office space.
- Data should be **backed up frequently**. Those backups should be tested regularly, in line with the charity's standard backup procedures.
- Data should **never be saved directly** to laptops or other mobile devices like tablets or smart phones.
- All servers and computers containing data should be protected by **approved security software and a firewall**.

Data use

Personal data is of no value to Lancaster Green Spaces unless the charity can make use of it. However, it is when personal data is accessed and used that it can be at the greatest risk of loss, corruption or theft:

- When working with personal data in an office, volunteers should ensure **the screens of their computers are always locked** when left unattended.
- Personal data **should not be shared informally**. In particular, it should never be sent by email, as this form of communication is not secure.
- Data should be **encrypted or password protected before being transferred electronically**. The trustee responsible for IT can explain how to send data to authorised external contacts.
- Trustees and volunteers **should not save copies of personal data to their own computers**. Always access and update the central copy of any data.

Data accuracy

The law requires Lancaster Green Spaces to take reasonable steps to ensure data is kept accurate and up to date. The more important it is that the personal data is accurate, the greater the effort Lancaster Green Spaces should put into ensuring its accuracy.

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It is the responsibility of all trustees and volunteers who work with data to take reasonable steps to ensure it is kept as accurate and up to date as possible.

- Data will be held in **as few places as necessary**. Volunteers should not create any unnecessary additional data sets.
- Volunteers should **take every opportunity to ensure data is updated**. For instance, by confirming a volunteer's details when they call.
- Lancaster Green Spaces will make it **easy for data subjects to update the information** Lancaster Green Spaces holds about them. For instance, via the charity's website.
- Data should be **updated as inaccuracies are discovered**. For instance, if a volunteer cannot be reached on their stored telephone number, it should be removed from the database.

Subject access requests

All individuals who are the subject of personal data held by Lancaster Green Spaces are entitled to:

- Ask **what information** the charity holds about them and why.
- Ask **how to gain access** to it.
- Be informed **how to keep it up to date**.
- Be informed how the charity is **meeting its data protection obligations**.

If an individual contacts the charity requesting this information, this is called a subject access request. Subject access requests should be made by email to lancastergreenspaces@gmail.com.

Individuals will be charged £5 per subject access request. The data controller will aim to provide the relevant data within 14 days.

The Trustee responsible for data control will always verify the identity of anyone making a subject access request, before passing over any information.

Disclosing data for other reasons

In certain circumstances, the Data Protection Act allows personal data to be disclosed to law enforcement agencies without the consent of the data subject.

Under these circumstances, Lancaster Green Spaces will disclose requested data. However, the data controller will ensure the request is legitimate, seeking assistance from the board and from the charity's legal advisers where necessary.

Providing information

Lancaster Green Spaces aims to ensure that individuals are aware that their data is being processed, and that they understand:

- How the data is being used

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- How to exercise their rights

The reasons why we hold information about individuals is :

- To be able to tell them about activities
- To obtain feedback
- To monitor attendance and plan further activities
- To report to our funders
- To contact someone in case of an accident.

In accordance with our Health and Safety policy, we also keep details of any medical or other conditions that may be relevant to our projects.

Data protection procedures

Lancaster Green Spaces will maintain a central data file with details of data subjects in cloud storage, provided by a reputable company that has effective data protection controls in place. This is currently Mailchimp. In addition, we also use Box.net for archive storage and data analysis.

The trustee responsible for Data Protection will decide who may access the central data file, and issue them with access. They will use a password which must not be accessible to others

Data from the central file will be accessed by authorised people; they will make changes and access information on-line. They will not download and store the file on their local computer or local device unless this is unavoidable e.g. for transferring to an online mailing facility such as Mailchimp. If this is the case, then they will delete the database file from their local device before it is turned off.

If a paper copy of any part of the central data file is printed, then it will be kept in a locked drawer or similar place where it cannot be accessed by others. If it is taken on site, then it will be kept in a locked box or case. All paper copies will be disposed of in a secure manner, e.g. by shredding

Appendix 1 – statement issued to volunteers and other Data Subjects

Use of your personal data by Lancaster Green Spaces

The personal information that you provide us with will be processed according to the Data Protection Act 1998, the EU General Data Protection Regulation 2018, other relevant legislation, and the guidelines we have set for our trustees and project workers.

We will not disclose your information to third parties for marketing purposes. Your data will be kept secure and confidential at all times. We only keep the minimum information required for our activities and projects, and will keep it only as long as necessary, or as required by law.

The reasons why we hold information about you, are:

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- to be able to tell you about activities,
- to obtain feedback and plan further activities,
- to monitor attendance and report to our funders.
- we also keep details of any medical or other condition that may be relevant to our projects, and information of who we should contact in case of an accident.

By joining a Lancaster Green Spaces project, you consent to our holding and using your data for these purposes. You can ask us for details of the data we hold, and its use. Email lancastergreenspaces@gmail.com, or write to us at 51 Ashfield Avenue, Lancaster LA1 5DZ.

You can leave our projects and withdraw your consent to use your data at any time, by writing to us, and we will then delete it from our records.

Your data has been obtained either by your providing it, or from a previous Lancaster Green Spaces activity. We do not process it in an automated way. If you are unhappy with the way we hold or use your data, and we are unable to resolve any issue, then you can complain to the Information Commissioner's Office.